



How to get your medicine from TennCare

(Para solucionar problemas en como obtener atencion medicinas si usted tiene TennCare, llamar al 1-800-254-7568)

The drug store may say NO sometimes when you try to fill your prescription

But you don't have to leave the drug store without your medicine!

The drug store must give you either:

A different drug that your doctor has OK'd **OR**

A supply of the drug your doctor ordered – three days of it.

But, they **cannot** give you the medicine if:

It would not be safe for you, **OR**

It is a drug that does not work, **OR**

It is part of a group of drugs that TennCare does not cover for adults, **OR**

You did not accept the generic drug that your doctor ordered.

If you got your 3 day supply all you have to do is come back to this drug store before your three day supply is gone. TennCare will talk to your doctor to get the medicine you need. **Don't have a ride back to this drugstore?** Call your TennCare plan as soon as possible.

If you did not get any medicine you can file an appeal right away.

To appeal, call TennCare Solutions at **1-800-878-3192** for free or get an appeal form from the drug store. You may have 30 days to appeal IF you do not need to keep getting the medicine during your appeal.

You have a right to have someone else help you with your appeal.

You can also call TennCare Solutions if the drug store will not give you a supply of your medicine.